

Headquarters U.S. Air Force

Integrity - Service - Excellence

Progress Report On Health Care Initiatives

***2011 MHS Conference
AFMS Breakout
27 Jan 2011***



***Brig Gen Mark
Ediger
AFMOA
CMSgt Deborah
Commander
Alaimo
AFMOA
Superintendent***



Integrated Hospital Flow

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- **Multiple visits/projects perceived as disparate pieces w/ no common goal**
 - **Hands on LEAN training for 66 project leads at Currency and PCMH sites**
 - **Connected project work to improve**
 - **Improve patient experience**
 - **Increase capacity enabling more**
 - **Keep staff clinically current and**
- **Components**
 - **OR efficiency**
 - **ED flow**
 - **Inpatient flow**
 - **Currency in business planning**
 - **Measurement of return on investment**
- **Updates**
 - **Integrated approach at Nellis underway; WP, Elmendorf, Eglin to follow**



Performance metrics standardized





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NDAA 708--Airman Deployment Health Assessment (ADHA)

- **Implementation of expanded face-to-face deployment health assessments began 1 Jan 11—required by NDAA 708**
 - **ARC implementation scheduled to begin 1 Apr 11**
 - **Way Ahead—link ADHA, Force Health Management and Patient Centered Medical Home to enhance Airman resilience**
 - **Linked to Line deployment support and resilience actions**
 - **Team approach: Force Health Management, Family Health/Flight Medicine teams, BHOP/MH providers & techs**
 - **Group appts for immediate pre- and post-deployment ADHAs**
 - **Organized by Force Health Management**
 - **Surveys, Airman Resiliency Training, force health protection**
-

■ **Provider face-to-face assessments** *resilience*





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Applied Clinical Epidemiology (ACE)

- Epidemiologic decision support to guide clinical action
- Establishing outreach from 59 MDW Diabetes Center of Excellence to deliver guidelines, tools and population-specific data to Family Health teams



AFMS

Knowledge



Medical Journals



Other Tech Resources



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AFMOA Information Portal

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Single Point of Entry
for all Incoming HAF,
MAJCOM, DRU,
Outside Agency
Requests (e.g., RFIs,
Tasks) via
Standardized
/Automated Web-
Based RFI or Direct
Contact (e.g., org
boxes)

• **MATRIX:**

Two (2) civilian
information
brokers/analysts
that oversee new
AFMOA web-based
Info Dashboard
and provide
responsive/timely
MAJCOM/DRU
interface.

AFMOA MATRIX

All items tracked
with MATRIX Tracker
(visibility by AFMOA
and designated
MAJCOM/DRU staff
members)

**MAJCOM
& DRU**

**Embedded
Civilian AFMOA
Program
Analysts**

• **MAJCOM Staff:**

Adding one (1)
civilian program
analyst at each
MAJCOM/SG staff
that assists in
information flow &
data analysis
between MAJCOM
and AFMOA .

- Sep 2010 - NOVA-lite
- Oct 1 - AFMOA/MAJCOM VTC initial meeting, to develop linkage
- Oct 14 - WG brief to AF/SG
- Oct 21 - WG meet at Leesburg
- Nov 1 - Standup MATRIX (Liaison Cell), new org box brought on-line
- Nov 10 - Tracker System on-line
- Nov 15 - PDs developed for 9 BAs
- Dec 1 - PDs sent for AF/SG coord
- Dec 7 - 9 - RAPID Improvement

Event

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■ Jan 2011 - Final Proposal



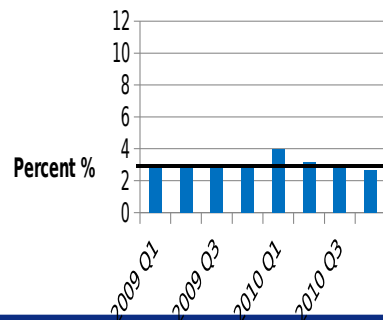


Measures of Inpatient Quality

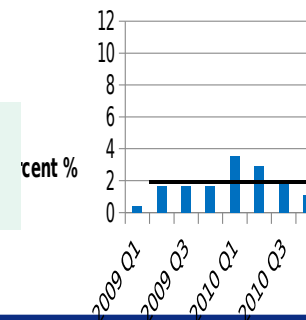
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- AFMOA/AFMSA team collaborating with VA Inpatient Analysis Center
- New quality of care metrics in development
 - 30 day readmission rates for selected diagnoses
 - Infection rates for patients on mech ventilation, with central lines
 - Control charts for AHRQ data: IQI, PSI, PQI
 - Ambulatory Care Sensitive Conditions (ACSC)

↓ better
Risk adjusted rate of in-hospital pneumonia mortality



↓ better
Risk adjusted rate of in-hospital CHF mortality



The bold black horizontal line represents the 2007 national estimated adjusted rate





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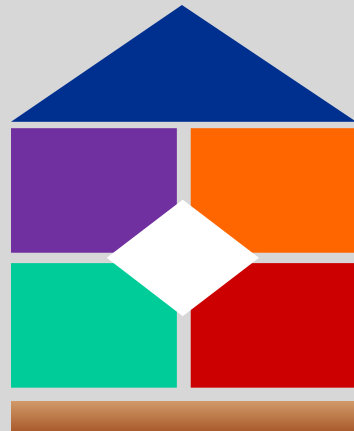
Patient Centered Medical Home Implementation

- As of 27 January 2011 - 32 MTFs have implemented FHI
- By 1 October 2011 - 62 MTFs will have implemented FHI

2008 and 2009

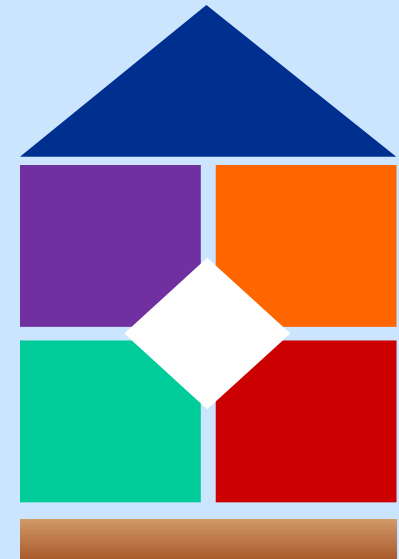
- By 1 March 2012 - 75 MTFs will have implemented FHI

Edwards
(2008)
Ellsworth
(2008)
Misawa
Bolling
FE Warren
Andrews
Patrick
Scott
Laughlin
Hill
Sheppard
Lakenheath
Elmendorf



Jan - Sep 2010

McGuire
Charleston
Randolph
Hurlburt
Yokota
Hickam
Davis-
Monthan
Travis
Shaw
Keesler
Luke





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Patient Centered Medical Home

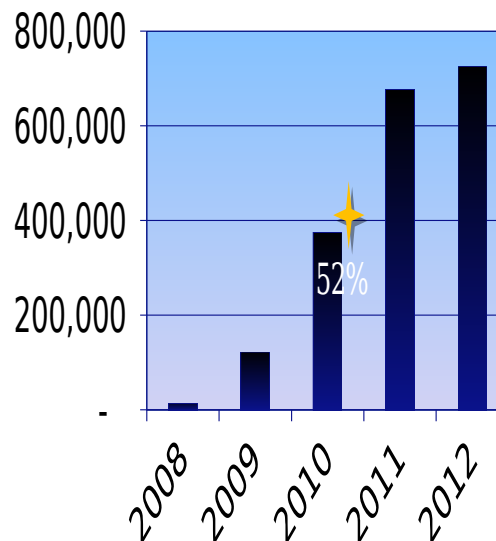
Implemented since

Goodfellow
Ramstein
Spangdahlem
Wright-Patterson
Offutt
Columbus
Barksdale
Langley

Implementing in

Altus	Maxwell
Beale	Mc Connell
Cannon	Minot
Dover	Moody
Dyess	Mountain
Eglin	Home
Fairchild	Nellis
Grand	Peterson
Forks	Robins
Hanscom	Seymour
Holloman	Johnson
Kirkland	Tinker
Little	Tyndall
Rock	USAFA
Lackland	Vandenberg
Los Angeles	Vance
MacDill	Aviano
Anderson	Croughton
Eielson	Geilenkirche
Kadena	n
Kunsan	Incirlik
Osan	Lajes
	Menwith Hill
	Upwood

AF Family Health Medical Home Enrollees



- 725,000 enrollees in Medical Home clinics in 2012
- Peds Med Home will raise total enrollees in Medical Home clinics to approx 1 M
- AAAHC surveyed 2 MTFs Medical Home; chapter scored

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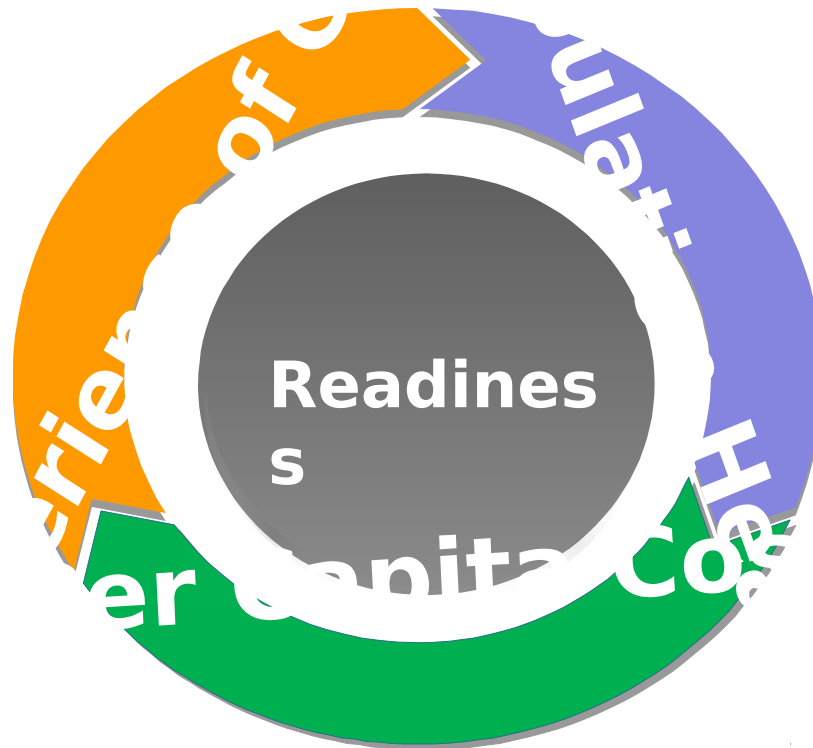




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Medical Home Performance

- **Objective:** Recognize and reward strong performance and significant improvement in AF Medical Home
- **Focus outcomes:**
 - Satisfied patients
 - High continuity of care
 - Consistent application of appropriate preventive measures



AF Surgeon General's target: "Reward effective management of Service - Excellence"

management of Service - Excellence





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Measures



Measure	Weight	Goal	Definitions
Satisfaction w/visit	10%	95%	Roll-up (Average) of SDA questions 1,3,4,5, and 6. Measure: Patients answering either a 4 or 5 on a 5-point Likert scale / Total responses.
Continuity (Team)	40%	90%	Average of FHT “Team” continuity from patient perspective. Number of empanelled patient visits with team / total number of empanelled patient PC visits (excludes T-Con and non-count visits)
HEDIS Average	30%	4	Average of the HEDIS composite from FHI Push Report (Diabetes LDL Screening, Diabetes LDL Control, Diabetes HbA1C Screening, Diabetes HbA1C Control, Asthma Meds, Colorectal Screening, Cervical Cancer Screening, Breast Cancer Screening) (max 40 points) (BGA* pts only)
ED/UC visits /100 enrollees /mo	20%	<3	ED visits with Emergency E&M and BIA MEPRS for DC or Place of Service = 23 for network. UC visit without Emergency E&M and BHI MEPRS for DC or Place of Service = 20 for network.





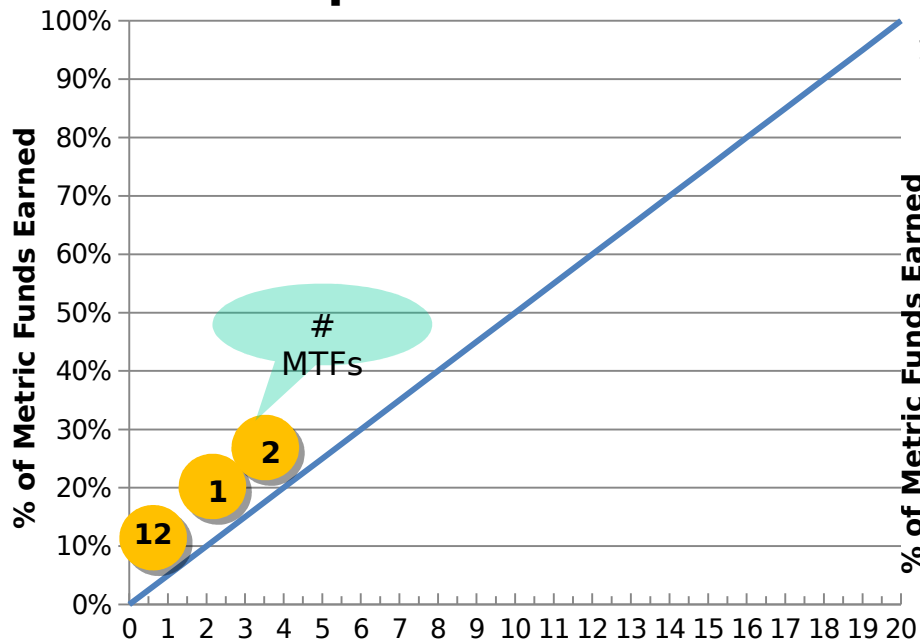
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Example: Family Health Team Continuity

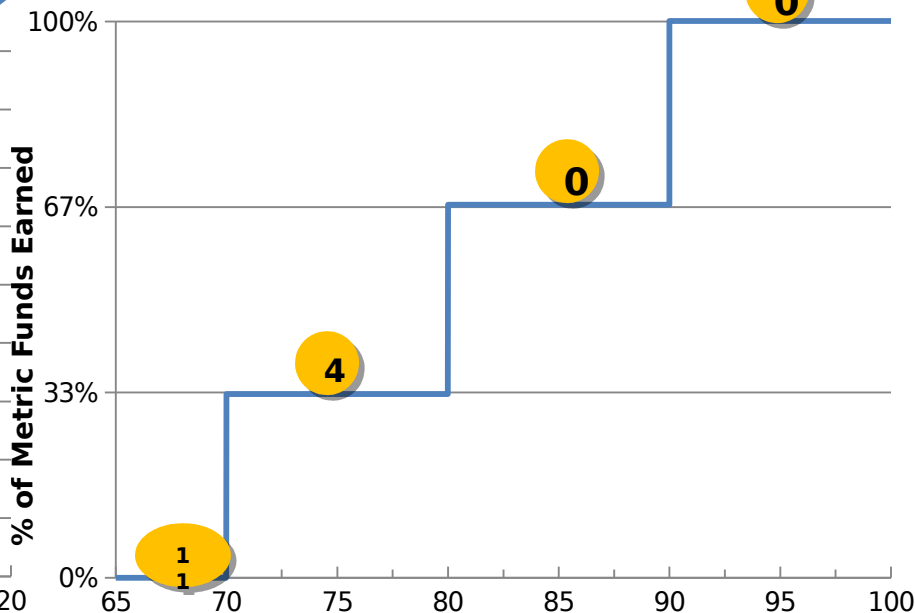


4th Qtr FY10

Improvement



Sustainment



MTF	Avail \$\$	Qtr 3 Score	Qtr 4 Score	Metric Improvement	Qtr 3 Payout %	Sustainment Tier	Qtr 3 Payout %	Total \$ Payout
Sample MTF Improvement	\$18,876	74.4%	70.8%	-3.6	0%	NA	NA	\$0
Sample MTF Sustainment	\$38,324	74.4%	70.8%	NA	NA	2	33%	\$12,611

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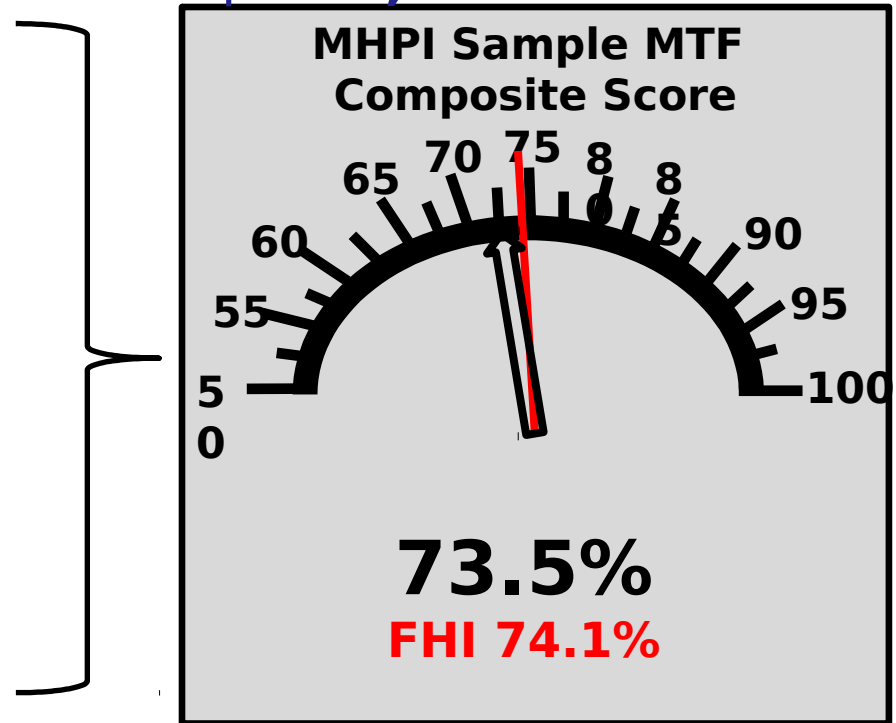
Sample MTF Scorecard

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Earned 4th Qtr FY10 = \$28,551

Maximum Possible = \$143,000

Satisfaction 97.4% FHI Avg 92% Goal 95%	Continuity 70.8% FHI Avg 67% Goal 90%
ED/UC Rate 5.1/100 FHI Avg 4.8/100 Goal <3	HEDIS Average 2.67 FHI Avg 3.57 Goal 4



Composite Score = weighted average

Composite Scoring is the basis for non-financial recognition



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Participating MTFs

4th Qtr FY10

- | | |
|-------------|--------------|
| ■ Laughlin | ■ Misawa |
| ■ Bolling | ■ Lakenheath |
| ■ Ellsworth | ■ Scott |
| ■ FE Warren | ■ Elmendorf |
| ■ Edwards | ■ Andrews |
| ■ Hill | ■ Luke |
| ■ Sheppard | ■ Keesler |
| ■ Patrick | |

1st Qtr FY11

- | | |
|-------------|-------------------------|
| ■ Laughlin | ■ Misawa |
| ■ Bolling | ■ Lakenheath |
| ■ Ellsworth | ■ Scott |
| ■ FE Warren | ■ Elmendorf |
| ■ Edwards | ■ Andrews |
| ■ Hill | ■ Luke |
| ■ Sheppard | ■ Charleston |
| ■ Patrick | ■ Hurlburt Field |
| ■ Keesler | ■ McGuire |

* Red indicates initial quarter of participation

MTFs begin participating 6 months post implementation

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4th Qtr FY10 Best Performers

- Best Performing Medical Treatment Facility: **Scott AFB** 

- Composite score of **90.6%**

- Best Performing Family Health Team: **Lakenheath - Family Health Clinic Gold Team**

- Composite score of **101.6%**

- Incentive award of 8 seats at Disney Institute



- Most Improved Medical Treatment Facility: **Sheppard AFB**

- Composite score of **83.2%**

- **5.6%** improvement

- Most Improved Family Health Team: **Elmendorf Eagle Team**

- Aggregate score of **74%**



- **11%** improvement
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4th Qtr FY10 Payouts

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MTF	Max Possible Q4 Payout	Actual Q4 Payout	Composite Score
SCOTT	\$ 89,000	\$ 30,871	91%
PATRICK	\$ 58,500	\$ 23,248	89%
HILL	\$ 80,500	\$ 27,022	86%
LAUGHLIN	\$ 16,000	\$ 4,943	83%
SHEPPARD	\$ 61,500	\$ 21,454	83%
MISAWA	\$ 28,500	\$ 10,198	82%
LAKENHEATH	\$ 57,500	\$ 18,163	79%
EDWARDS	\$ 28,500	\$ 7,865	77%
BOLLING	\$ 34,000	\$ 7,811	77%
ANDREWS	\$ 107,000	\$ 24,016	76%
F.E. WARREN	\$ 30,500	\$ 7,903	73%
KEESLER	\$ 93,773	\$ 22,099	71%
ELLSWORTH	\$ 46,500	\$ 11,710	69%
LUKE	\$ 104,121	\$ 16,459	66%
ELMENDORF	\$ 143,000	\$ 28,551	53%



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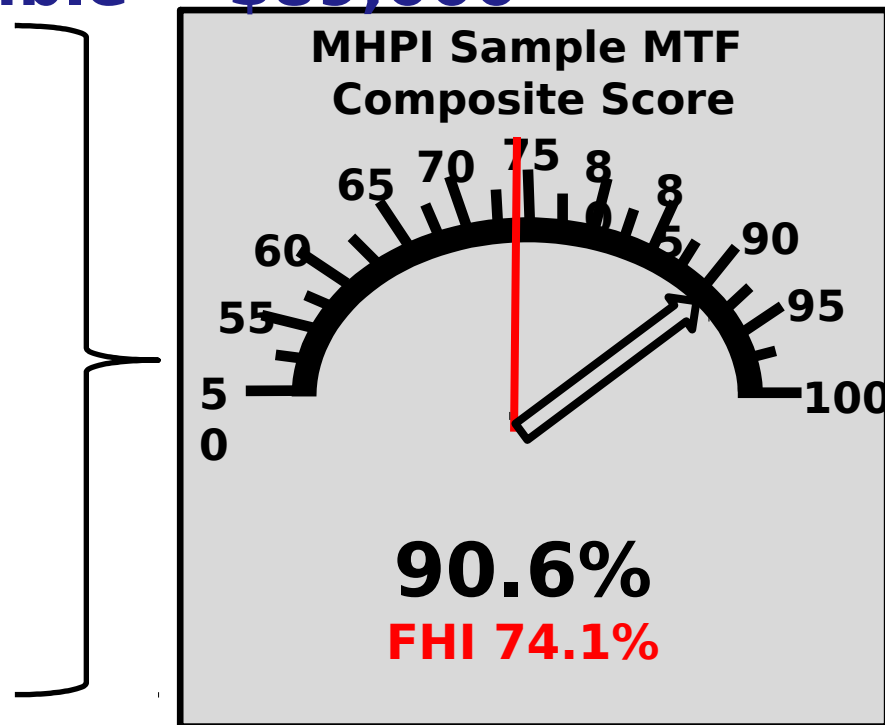
Scott AFB Scorecard

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Earned 4th Qtr FY10 = \$30,871

Maximum Possible = \$89,000

Satisfaction 87.95% FHI Avg 92% Goal 95%	Continuity 79.5% FHI Avg 67% Goal 90%
ED/UC Rate 5.3/100 FHI Avg 4.8/100 Goal <3	HEDIS Average 4.63 FHI Avg 3.57 Goal 4



Composite Score = weighted average

Composite Scoring is the basis for non-financial recognition





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Back-Up Slides



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4th Quarter Continuity

Sustainment

MTF	Category Current Qtr Metric
SCOTT	79.57
PATRICK	73.95
SHEPPARD	70.85
ELMENDORF	70.84
ANDREWS	69.68
HILL	69.31
LAUGHLIN	67.52
BOLLING	65.18
EDWARDS	64.98
ELLSWORTH	63.52
LAKENHEATH	
H	62.79
F.E. WARREN	62.58
MISAWA	61.61
KEESLER	59.51
LUKE	57.32

Improvement

MTF	Category Current Qtr Metric
LAUGHLIN	3.24
PATRICK	3.17
SCOTT	2.38
HILL	0.34
BOLLING	-2.15
MISAWA	-2.6
ELMENDORF	-3.57
F.E. WARREN	-4.29
ANDREWS	-4.37
EDWARDS	-5.35
SHEPPARD	-7.63
LAKENHEATH	-12.28
ELLSWORTH	-20.07



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4th Quarter ED/UCC

Sustainment

MTF	Category Current Qtr Metric
PATRICK	3.39
BOLLING	3.59
LAUGHLIN	3.60
EDWARDS	3.73
LAKENHEATH	
H	3.96
ANDREWS	4.38
MISAWA	4.73
HILL	4.91
ELMENDORF	5.10
F.E. WARREN	5.16
SCOTT	5.30
LUKE	5.38
SHEPPARD	5.44
KEESLER	6.08
ELLSWORTH	7.64

Improvement

MTF	Category Current Qtr Metric
ELLSWORTH	1.7
BOLLING	0.42
MISAWA	0.04
HILL	-0.04
ELMENDORF	-0.13
LAKENHEATH	-0.25
SHEPPARD	-0.34
SCOTT	-0.38
ANDREWS	-0.44
EDWARDS	-0.45
PATRICK	-0.55
LAUGHLIN	-0.58
F.E. WARREN	-0.81



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4th Quarter HEDIS

Sustainment

MTF	Category Current Qtr Metric
SCOTT	4.63
HILL	4.43
MISAWA	4.25
PATRICK	3.75
LAUGHLIN	3.57
SHEPPARD	3.50
LAKENHEATH	
H	3.50
KEESLER	3.38
ELLSWORTH	3.17
F.E. WARREN	3.13
ANDREWS	3.00
BOLLING	3.00
EDWARDS	3.00
ELMENDORF	2.67
LUKE	2.57

Improvement

MTF	Category Current Qtr Metric
LAKENHEATH	0.75
SHEPPARD	0.63
ELLSWORTH	0.33
LAUGHLIN	0.29
PATRICK	0.25
F.E. WARREN	0.00
HILL	0.00
SCOTT	0.00
ELMENDORF	0.00
ANDREWS	-0.13
EDWARDS	-0.38
MISAWA	-0.46
BOLLING	-0.63



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4th Quarter Patient Satisfaction

Sustainment

MTF	Category Current Qtr Metric
ELMENDORF	97.37
F.E. WARREN	95.92
MISAWA	95.87
PATRICK	94.50
EDWARDS	93.88
LAUGHLIN	93.81
LUKE	93.02
KEESLER	92.70
HILL	92.58
LAKENHEATH	
H	91.35
ELLSWORTH	91.28
SHEPPARD	89.04
SCOTT	87.95
BOLLING	86.36
ANDREWS	82.78

Improvement

MTF	Category Current Qtr Metric
F.E. WARREN	2.37
EDWARDS	1.09
ELMENDORF	0.99
MISAWA	0.88
SHEPPARD	-0.61
LAUGHLIN	-0.62
PATRICK	-0.64
ELLSWORTH	-0.99
HILL	-2.18
LAKENHEATH	-2.49
SCOTT	-3.11
BOLLING	-5.59
ANDREWS	-9.17